

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 2ND FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007

Subject	Consumer Grievances Complaint No.MG-II-22-2010.11
Complainant	Shri Khemjibhai M Rathwa, Naswadi.
Respondent	Shri Rathwa DE of Naswadi s/dn of MGVCL
Date of hearing	26.11.2010

QUORUM	NAME
Chairman	Shri K M Dave, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 27.08.2010 is directed against the load reduction from 20 HP to 10 HP in agricultural connection.

Today on 26.11.2010, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Khemjibhai M Rathwa, appeared as complainant, whereas Shri Rathwa DE of Naswadi s/dn of MGVCL appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

- 1.0 Shri Khemjibhai M Rathwa, Khaparia, Ta: Naswadi, has consumer connection No. 11839/10147/4 for 20 HP to use for flour mill.
- 2.0 The complainant had applied for load reduction from 20 HP to 10 HP on 30.03.10 with Rs.320/- for fees.
- 3.0 When MGVCL representative visited the site for test report, two connections of 7.5 HP were in use and hence they did not take any action for load reduction.
- 4.0 The complainant again approached Shri Kataria as he was humiliated by Shri Rathwa DE. As per instructions of Shri Kataria, all papers were handed over to Shri Kataria by the complainant during July 2010. However, Shri Kataria did not ask to pay Rs.20/- for reworking on test report.

The Khemjibhai Rathwa the complainant contended that since March 2010 he has not been approved load reduction. On the contrary, he has faced rude treatment by the Naswadi sub-division especially Dy Engineer Shri Rathwa. He requested Forum that he should not be victimized and sanction load reduction at the earliest.

The Respondent Shri Rathwa DE contended that while filling Test Report, two 7.5 HP motor were in use and hence they could not approve load reduction.

The Forum Members present at the hearing considered contention of both the parties and perused the records.

1. Shri Rathwa DE is found as total failure to maintain the decorum of MGVCCL's office and his dignity.
2. Shri Khemjibhai did not fulfill the requirements at the time of test report and hence he was not granted load reduction.
3. While again approaching to MGVCCL authorities, the complainant should have been guided to pay Rs.20/ fees for redoing test report.

In view of the above discussion, the Forum is of the opinion that Shri Rathwa DE may instruct the complainant to pay Rs.20/ for load reduction approval formality and complainant should intimate immediately to MGVCCL to complete formality of test report and MGVCCL Naswadi s/dn should complete the rest.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to get the necessary formalities complied by the complainant and on completion of all formalities, MGVCCL Naswadi s/dn should grant the load reduction at the earliest.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(K M Dave)
Chairman

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach the Ombudsman, Gujarat Electricity Regulatory Commission, 1st floor, Neptune Tower, OPP: Nehru Bridge, Ashram Road, Ahmedabad 380 009 in accordance with Chapter-5, Clause No.13 of GERC Notification No.4 of 2005.

Procedure to make representations before Ombudsman***

1. Representation should be in writing duly signed by the complainant with his name and address.
2. Representation should be supported with affidavit.
3. True copy of order of Forum and original complaint made before Forum should be attached. Enclosed documents should be certified copies of the original documents.
4. The representation before Ombudsman should be submitted within 30 days from the date of order of Forum.
5. Copy of representation should be submitted at the office of Ombudsman. Copy of representation should be submitted to all respondents.
6. If the complainant is required to pay any amount according to the order of Forum, one-third of such amount should be deposited by complainant and proofs should be attached along with the representation.
7. The matter should not be pending before the competent Forum or any other court, tribunal, arbitrator or any other authority.
8. All representations should be with a sufficient cause, reasonable diligence causing the consumer prima facie loss and damages / inconvenience.
9. Representation may be submitted in English or Gujarati language

*** <http://www.gercin.org/docs/Cosumer%20Grievances/Procedure/Procedure.pdf>